



DEPARTMENT OF THE NAVY
NAVAL AIR SYSTEMS COMMAND
NAVAL AIR SYSTEMS COMMAND HEADQUARTERS
WASHINGTON, DC 20361 -0001

IN REPLY REFER TO

NAVAIRINST 5420.35A
AIR-41P
4 Aug 87

NAVAIR INSTRUCTION 5420.35A

From: Commander, Naval Air Systems Command

Subj: ESTABLISHMENT OF PRODUCT SUPPORT WORK LOAD MANAGEMENT FOR
NAVAL AVIATION DEPOTS AND TECHNICAL FIELD ACTIVITIES

Ref: (a) NAVAIRINST 5400.108
(b) NAVAIRINST 5400.14C
(c) NAVAIRINST 5400.70A
(d) NAVAIRINST 5400.120
(e) NAVAIRINST 5451.87A
• (f) NAVAIRNOTE 5200 of 25 Aug 86
(g) NAVAIRINST 5000.13A

Encl: (1) Definitions
(2) Product Support Work Load Requirements Document

1. Purpose. To establish a product support work load management process for naval aviation depots (NAVAVNDEPOT's) and technical field activities within the Naval Air Systems Command (NAVAIR) to accomplish the product support functions defined in enclosure (1).

2. Cancellation. This instruction supersedes NAVAIR Instruction 5420.35 of 6 August 1986. Since this is a major revision, changes have not been indicated.

3. Scope. This instruction applies to all product support work load, organic and contracted, assigned to NAVAVNDEPOT's and technical field activities irrespective of source, type, place, or manner of accomplishment. The process described here is designed to implement policy for those activities providing product support.

4. Background

a. Reference (a) describes the management organization used by the Naval Air Systems Command Headquarters (NAVAIRHQ) during acquisition and early operations of a system. The document defines programmatic and functional relationships as well as the supporting responsibilities of field activities. The product support functions which maintain the Navy systems in an operational and effective condition are defined in enclosure (1). As weapon systems and equipment phase out of production, the responsibility for product support should shift per references (b), (c), (d), and (e) from NAVAIRHQ to the executing field activity to permit concentration of available NAVAIRHQ personnel on the acquisition mission. To increase emphasis on



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product support functions NAVAIR has

(1) established a headquarters Product Support Management Director, the Deputy Assistant Commander for Fleet and Product Support (AIR-41), to oversee the management of product support planning and execution;

(2) established a Product Support Management Office (AIR-41P) consisting of Assistant Commander for Fleet Support and Field Activity Management (AIR-04) personnel, supported by designated codes within the NAVAIR Acquisition Executive and Deputy Commander for Program Support (AIR-01) and Assistant Commander for Systems and Engineering (AIR-05);

(3) established a product support directorate at each NAVAVNDEPOT; and

(4) directed that product support advocates be established at other field activities that are involved in product support. Field activities with substantial product support effort are encouraged to establish an organizational unit specifically dedicated to product support.

b. Reference (f) established the Workload Executive Committee (WEC) and the Work Load Requirements Committee (WRC) and provides details concerning the membership and functions.

5. Information

a. The principle planning documents pertaining to management of product support are

(1) the Master Product Support Capability Plan which provides the corporate plan for product support technology development, centers of excellence development and post transition work load support at NAVAVNDEPOT's and technical field activities. The plan outlines the strategy, schedule of events, technical issues and concerns and interfaces for accomplishing the long term product support. This plan is a reference document utilized in selecting the product support work load executing activity;

(2) the Weapon System and Equipment Transition Plan which provides the necessary information to transition program functions and management responsibility from headquarters to an executing field activity. Implementation will be in consonance with the Master Product Support Capability Plan and the transition process per reference (d); and

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(3) the Annual Product Support Execution Plan which details the work load, NAVAIRHQ sponsor, and the resources available for product support during the forthcoming fiscal year at each activity. The annual plan is comprised of the tasking from the transition plans for the current year, special tasking from the functional support codes, center of excellence requirements, and the post transition support requirements. The approved Annual Product Support Execution Plan will be distributed prior to the start of the fiscal year and will be the basis for processing funding documents, management of work load and performance assessment.

b. The management process for establishing work load policy guidance, determining resource allocations, and adjudicating product support work load priority issues will be directed by AIR-04 through AIR-41. The WEC will provide policy guidance concerning NAVAVNDEPOT's and technical field activity functional assignments, resource allocations and work load priorities, and adjudicate conflicts not resolved by WRC or AIR-41.

6. Policy. It is NAVAIR's policy to manage the product support resources, work load assignments, and priorities of its activities in an efficient, consistent and effective manner. In order to accomplish this policy, a disciplined system for planning, executing and assessing product support efforts must be implemented.

7. Responsibilities

a. AIR-04 will

(1) review with the members of WEC and make final adjudication on any product support issue that the AIR-41 and WRC are unable to resolve; and

(2) review and establish functional assignments among executing activities to support the Weapon System and Equipment Transition Plans;

b. AIR-41 will

(1) establish the strategic planning initiatives for product support;

(2) set goals and objectives for the product support mission area; and

(3) provide product support guidance and direction to AIR-41P and the product support executing activities.

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c. Deputy Assistant Commander for Navy Ranges and Field Activity Management (AIR-42) will

(1) apportion to the field activities, except NAVAVNDEPOT's, resources to ensure optimum execution of product support work load, within total budgeted resources consistent with the Annual Product Support Execution Plan;

(2) in conjunction with AIR-41P, review and participate in work load functional assignments at NAVAIR field activities to support the Weapon System and Equipment Transition Plan;

(3) provide inputs to AIR-41P for the Master Product Support Capability Plan; and

(4) coordinate with AIR-41P changes that affect the Master Product Support Capability Plan, Annual Product Support Execution Plan, and the Weapon System and Equipment Transition Plan.

d. Deputy Assistant Commander for Rework Activities (AIR-43) will

(1) apportion to the NAVAVNDEPOT's resources to ensure optimum execution of product support work load within the total budgeted resources in consonance with the Annual Product Support Execution Plan;

(2) in conjunction with AIR-41P, review and participate in work load functional assignments at NAVAVNDEPOT's to support the Weapon System and Equipment Transition Plan;

(3) provide inputs to AIR-41P for the Master Product Support Capability Plan; and

(4) coordinate with AIR-41P changes that affect the Master Product Support Capability Plan, Annual Product Support Execution Plan, and the Weapon System and Equipment Transition Plan.

e. AIR-41P will exercise the long range corporate outlook for product support to

(1) provide overall management and central coordination of product support resources and activity;

(2) develop, and annually publish a long range Master Product Support Capability Plan and the Annual Product Support Execution Plan in consonance with the mission, functions, tasks and corporate planning established for the technical field activities and NAVAVNDEPOT's, under the cognizance of the Primary Support Officials (PSO's), AIR-42 and AIR-43 respectively;

(3) review Weapon System and Equipment Transition Plans per reference (d). Provide management and guidance for transition plan implementation which will include executing activity assignment and capability establishment;

(4) review and prioritize product support work load at NAVAVNDEPOT's and technical field activities per AIR-04 guidance. This prioritization will address the product support functions for aircraft, weapons and equipments, technical assistance to NAVAIRHQ, and other directed assignments and support as required;

(5) review and conduct annually an assessment of each activity performing product support. Implement performance evaluation system to measure effectiveness of NAVAIR in managing and executing the enclosure (1) product support functions.

(6) adjudicate product support work load and other issues presented by the activity product support directors, activity product support advocates and system command sponsors;

(7) provide resource requirements to the WRC and AIR-43 for product support;

(8) provide appropriate budget submissions to the Comptroller (AIR-08) and allocate resources in consonance with the Master Product Support Capability Plan, Weapon System and Equipment Transition Plan and the Annual Product Support Execution Plan;

(9) act as a coordinator between the product support executing organizations, the sponsors, and the PSO's in resolving work load and resource issues; and

(10) apprise the WEC, WRC and higher authority of the status of program transition, product support resources, work load assignments, work load projections and accomplishment of work load at the appropriate executing activities. Report on the product support effort through the regularly scheduled program management reviews (PMR) per reference (g).

f. Program Managers, Air; Air Program Coordinators; System Program Managers; Research and Technology Directorate (AIR-93), AIR-04, and AIR-05 performing program management (PM), basic design engineering (BDE) or logistics manager (LM) in support of weapon systems and equipment will

(1) prepare and submit inputs to the Weapon Systems and Equipment Transition Plan per reference (d). Determine in consonance with the executing activity, the resource and technical capability requirements necessary to support the

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enclosure (1) product support functions. Ensure transition plan requirements are included in the POM;

(2) be responsible to budget for funding resources to establish capability at executing activity prior to completion of weapon system and equipment transition;

(3) identify and coordinate with the executing activity the work load requirements for incorporation in the Annual Product Support Execution Plan;

(4) task the executing activity to perform product support work load authorized in the Annual Product Support Execution Plan. For work load previously approved by the Weapon System and Equipment Transition Plan, by a Weapon System Support Decision Package, or ongoing special projects, the method of execution is through the use of an AIRTASK, Work Unit Assignment or reference to the authorizing document. To establish new capability or new work load tasks information in the enclosure (2) format should be submitted for review and approval by AIR-41P. Provide AIR-41P and the cognizant PSO a copy of all tasking and funding documents for the product support efforts. Changes in execution of the approved Annual Product Support Execution Plan must be submitted for approval to Support Aircraft and Weapon Systems Program Coordination Office (APC200), Acquisition Plans, Programs and Policy Branch (AIR-5111) and AIR-41P;

(5) identify issues concerning product support work load priorities, transition planning and implementation and performance assessment and advise AIR-41P;

(6) participate with AIR-41P in joint reviews and analyses of the performance at the executing activity for assigned tasking; and

(7) provide inputs to the AIR-41P maintained Master Product Support Capability Plan.

g. NAVAVNDEPOT'S and technical field activities will

(1) carry out the product support functions annotated in enclosure (1) for assigned weapon systems and equipment;

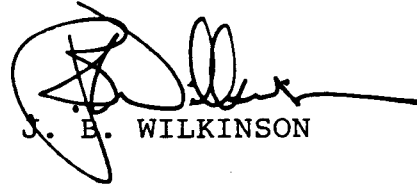
(2) prepare, in coordination with the NAVAIRHQ sponsors, their activities' Annual Product Support Execution Plan and submit to NAVAIRHQ (AIR-41P) for approval. During the executing process changes in work load which adversely affect schedules, obligations of funds, or performance must be submitted to AIR-41P for approval;

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(3) initiate a performance evaluation system appropriate to measure effectiveness in executing the Annual Product Support Execution Plan. The system must provide for feedback from both the customers and resources sponsors;

(4) provide inputs to AIR-41P for the Master Product Support Capability Plan; and

(5) provide input to and implement the Weapon System and Equipment Transition Plan for their assigned programs.



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DEFINITIONS

1. Product Support. Is an aggregate of functions applied to operating systems and equipments which encompasses all efforts to support and maintain the intended mission capability; to maintain inherent design capabilities of the systems and equipments at the minimum expenditure of resources; to preserve the planned operational life; and to achieve readiness goals. This effort is accomplished through the application of design, maintenance, and logistics principles. The Product Support (in-service engineering/support) functions are to

a. establish and adjust maintenance tasks and intervals. Analyze data for systems and equipments to determine fleet support improvement opportunities, project repair requirements, and develop maintenance specifications;

b. develop, manage, and control modifications within the operating envelope as defined by the operational requirement and specification to gain advantages in maintenance, readiness, or cost;

c. establish, monitor, and adjust the logistics requirements including configuration management, technical information, training, parts, and support equipment;

d. provide technical support feedback and supportability analysis for application to new or upgraded weapon systems and equipments;

e. respond to technical questions from operating and maintenance personnel and develop technical solutions to operating and maintenance problems;

f. serve as the liaison with other aviation technical communities for in-service technical problems;

g. ensure safety and prudent operations through technical assessment of problems requiring aircraft grounding and/or restricted operations, and the development of solutions to those problems;

h. analyze and recommend adjustments to the specified service life for aircrafts and equipments;

i. maintain operating cost data on assigned systems and equipments;

j. manage the in-service warranty program;

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k. recommend changes to Naval Air Training and Operating Procedures Standardization Flight Manuals; and

1. develop a systematic plan for accomplishing modifications of assigned systems and equipments.

2. Product Support Directorate (PSD). The organizational entity within a field activity dedicated to

a. providing product support of in-service weapon systems and equipment to the fleet and foreign customers; and

b. providing engineering support to the activity in support of their production effort.

3. Product Support Advocate (PSA). A senior executive staff function within a field activity dedicated to providing product support focus of in-service weapon systems and equipment to the fleet and foreign customers and within the local activity.

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PRODUCT SUPPORT WORK LOAD REQUIREMENTS DOCUMENT

1. Common Name. The name of type, model, series (TMS) airframe, engine or type of equipment.
2. Activity/Facility. Name of activity or facility work load is being assigned to.
3. TMS Code. (Refer to OPNAVINST 4790.2D)
4. Work Unit Assignment Code. (Refer to OPNAVINST 4790.2D)
5. Function. List functions to be transferred (i.e. logistics, design engineering, weapon systems management, cognizant field activity or participating field activity assignments.)
6. Sponsor. Identify NAVAIRHQ technical sponsor and Product Support Directorate or Advocate.
7. Funding and Work Years Required. Identify the funding and work years required in the following manner.

FORMAT: (Example)

FY	FUNCT	ORGANIC RESOURCES			COMMERCIAL RESOURCES		TOTAL	
		WK YRS REQ	FUND REQ	APPN	FUND REQ	APPN	WORK YEARS	FUND REQ

X

TOTAL

X+1 (and out years)

APPN - Appropriation (Aircraft Procurement Navy, Operation and Maintenance Navy, etc.)

FUND REQ - Funds in thousands

Define the requirements in paragraph 7 above for at least 5 year projections. Cost per work year should be based on the current activity/facility rate. Out year funding requirements will be adjusted based on Comptroller guidance for inflation.

8. Task Duration. Indicate on-going or limited. If duration is limited indicate timeframe.
9. Justification. Indicate need and requirement.